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PATENT  
Attorney Docket No.: 026595-004800US

TOWNSEND and TOWNSEND and CREW LLP

By: /Bonnie Rickles/  
Bonnie Rickles

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of:

Robert Staggs

Application No.: 10/783,715

Filed: February 19, 2004

For: METHODS AND SYSTEMS FOR  
PROVIDING PERSONALIZED  
FREQUENTLY ASKED QUESTIONS

Customer No.: 20350

Confirmation No. 5593

Examiner: Belix M. Ortiz

Technology Center/Art Unit: 2164

AMENDMENT

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed October 1, 2008, please enter the  
following amendments and remarks:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this  
paper.

**Remarks/Arguments** begin on page 7 of this paper.